Scorecards

▦ **Information Technology**

▽ No filter　　🖼 DIT Strategic Objectives

Project Management

🚦	⏶⏷	🗎	**Name**	**Actual**	**Target**	**Variance**	**Variance %**	**Time Period**
🟢	▬	🗒	# of EPM Total Projects	51	15	36	240%	FY 09, Q3, Mar
🟥	▬		Percent of Projects "Critical"	5.00%	0.00%	5.00%		FY 09, Q3, Mar
🔶	▬	🗒	Percent of Projects "At Risk"	2.00%	5.00%	-3.00%	60.00%	FY 09, Q3, Mar
🟥	▬	🗒	Percent of Projects " On Hold"	13.00%	10.00%	3.00%	30.00%	FY 09, Q3, Mar
🔶	▬		Percent of Projects - " On Track"	80.00%	85.00%	-5.00%	5.88%	FY 09, Q3, Mar
🔶	▬		% of Projects managed by DIT PMO PM's	65.00%	80.00%	-15.00%	18.75%	FY 09, Q3, Mar
🟢	▼		Average # of projects managed by DIT PMO PM	6	3	2	83%	FY 09, Q3, Mar
🟥	▬		% of Projects managed by "other" DIT or citywide resources	35.00%	20.00%	15.00%	75.00%	FY 09, Q3, Mar

Maintain Reliable Infrastructure (40%)

🚦	⏶⏷	🗎	**Name**	**Actual**	**Target**	**Variance**	**Variance %**	**Time Period**
🔶	▲		Mainframe Application Availability	99.98%	100.00%	-0.02%	0.02%	FY 09, Q3, Mar
🔶	▬		Mainframe Network Availability	99.75%	100.00%	-0.25%	0.25%	FY 09, Q3, Mar
🟢	▼		Percent Systems Availability	98.60%	100.00%	-1.40%	1.40%	FY 09, Q3, Mar
🟢	▼		Percent Critical Applications Availability	98.50%	100.00%	-1.50%	1.50%	FY 09, Q3, Mar
🟢	▬		# of successful attempts (Internal)	0	0	0		FY 09, Q3, Mar
🟢	▬	🗒	External Protection Effectiveness	100.00%	100.00%	0.00%	0.00%	FY 09, Q3, Mar
👤			# of External Security Incidents	2,072,087.00				FY 09, Q3
👤			Average # of Security Incidents per pc	200				FY 09, Q3, Mar

Provide High Quality Customer Service (40%)

🚦	⏶⏷	🗎	**Name**	**Actual**	**Target**	**Variance**	**Variance %**	**Time Period**
👤			Total Customer Service Requests - Created	5,508				FY 09, Q3
🟥	▼		Total Customer Service Requests -Open	867	525	342	65%	FY 09, Q2
🟥	▲		Average # of days ticket is open	37	30	7	23%	FY 09, Q3

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▤	△▽	▭	**Name**	**Actual**	**Target**	**Variance**	**Variance %**	**Time Period**
◇			Total Customer Service Requests - Resolved	6,338	6,300	38	1%	FY 09, Q1
●	▲		Average # of days to resolve (overall)	11	15	-4	27%	FY 09, Q3
■	━		Percent of Customers Contacted (CC) within 24 hours	91.0%	90.0%	1.0%	1.1%	FY 09, Q3, Mar
◇	▲	▭	Percent of Total Customer Service Request Resolved - across all priorities	84.0%	85.0%	-1.0%	1.2%	FY 09, Q3, Mar
◇	▲		Percent of Customer Requests Resolved - Urgent	50.0%	85.0%	-35.0%	41.2%	FY 09, Q3, Mar
■	▼		Percent of Customer Service Request Resolved - High	88.0%	85.0%	3.0%	3.5%	FY 09, Q3, Mar
◇	━		Percent of Customer Request Resolved - Medium	82.0%	85.0%	-3.0%	3.5%	FY 09, Q3, Mar
◇	▲		Percent of Customer Service Requests Resolved - Low	85.0%	85.0%	0.0%	0.0%	FY 09, Q3, Mar

Manage the Business (20%)

▤	△▽	▭	**Name**	**Actual**	**Target**	**Variance**	**Variance %**	**Time Period**
■	▼		Percent of Budget Expended	80.70%	75.00%	5.70%	7.60%	FY 09, Q3
■	▼		DIT Budget Expended	2,154,437,550.0%	2,001,653,327.0%	152,784,223.0%	7.6%	FY 09, Q3